Account Number: 356-100-140-0001-73

Bill Date: April 25, 2020

Ways to pay

- · Via the My Fios app
- Online at verizon.com/PayOnline

## You're enrolled in auto pay:

\$113.02

Auto pay date May 16

↑ This month's charges

**What changed?** You ordered Video On Demand or Pay per View. See details in Your One-Time Activities on page 3.

<del></del>	
Fios Internet & TV Bundle	\$69.99
Services & Equipment	\$12.00
Your One-Time Activities	\$9.98

Fees & Other Charges \$21.05 Total Due by May 20 \$113.02



## Here's why

- . On Demand increased \$9.98.
- . Some taxes and fees increased along with the amount of your bill \$0.57.
- . Visit verizon.com/viewbill for more information.

Account Number: 356-100-140-0001-73 Pay online at verizon.com/PayOnline

**Auto Pay Amount** 

\$113.02 042520

Auto Pay Scheduled - Do Not Send Payment

LAUREN NOYES 2133 N SCOTT ST ARLINGTON VA 22209- 1010

Account Number: 356-100-140-0001-73

Bill Date: April 25, 2020

## Enroll in Auto Pay

When you sign up for automatic payments, you won't have to worry about missing a bill. Enroll online at myverizon.com

## **Your Discounts**

	Price	Your Discounts	Amount You Pay
Bundle Discounts			<b>&gt;</b>
Fios Gigabit Connection	110.00	-65.00	45.00
Custom TV Home & Family	54.99	-30.00	24.99
Bundle Price	\$164.99	-\$95.00	\$69.99

Services & Equipment Discounts			
Disnev+ on us	6.99	-6.99	.00

-\$101.99

### Discounts This Month

Discounts have been applied to the Total Due shown on page 1.

Discount Details
\$65 discount:
\$10 expires 11/25/21.
\$5 expires 11/25/22.
\$50 has no current expiration.
\$30 discount: \$5 expires 11/25/21. \$15 expires 11/25/22. \$10 has no current expiration.

### Discount Details

\$6.99 Disney+ promotion expires 11/24/20

## **Verizon Fast Facts**

## My Verizon

Managing your Verizon services is easy with My Verizon. You can add or change services, review and pay your bill, update your email address, create sub-accounts and more. Register at verizon.com/myverizon to get started.



### Save time

Go online to manage your services. Go to My Verizon to pay bills, check your voice mail, view call history, add services and get account support at verizon.com/myverizon.

## (2) Frequently Asked Questions

### Why does my bill fluctuate?

Your bill amount fluctuates when you:

- · Request a change to your service
- · Purchase or rent movies
- Use directory assistance
- · Make calls outside of your calling plan
- · Receive a promotional credit
- · Lose a promotional credit
- Receive a price change

### How can I request a duplicate bill?

Duplicate bills can be downloaded and printed at verizon.com/billview.

# What is the balance that I currently owe?

You can review your most current balance information by using the My Fios app (works for non-Fios customers too) or online at verizon.com/BillView.

Account Number: 356-100-140-0001-73

Bill Date: April 25, 2020



- · Via the My Fios app
- · Online at verizon.com/PayOnline

## **Details of Payments**

Payments		<b>—————————————————————————————————————</b>
Previous Balance	102.47	
Payment Received - Thank You	-102.47	4/16
Balance Forward	\$.00	

Payment activity since last bill date.

## **Details of Charges**

Includes discounts shown on page 2.

Fios Internet & TV Bundl	e	
Your bundle includes Fig Family	os Gigabit Connection and Custom	TV Home &

**Bundle Price** \$69.99 4/26 - 5/25

Danaicinic	ΨΟ 7.77	4/20 3/23	
Services & Equipment			
Verizon Services			
Disney+ on us	.00	4/25 - 5/24	
Verizon Equipment			
Rent:1Set-TopBox	12.00	4/26 - 5/25	
Subtotal	\$12.00		

Your monthly price after the discounts shown on page 2 were applied.

Equipment and additional services to personalize your Fios service.

## Your One-Time Activities

Rent: Gladiator (2000) (HD) HD 8:20			
pm	3.99	4/2	
Rent: Little Women (2019) HD 2:41 pm	5.99	4/7	
Subtotal	\$9.98		

Charges that vary monthly based on your account activity.

## Feet State

Taxes, Governmental Fees & Surc	charges
VA Communications Sales Tax	2.57
VA State Sales Tax	.72
Cable Rights-of-Way Use Fee	1.20
Verizon Surcharges & Fees	
VA Gross Receipts Tax Surcharge	.08
Local License Tax Surcharge	.25
Regulatory Recovery Fee - Federal	.06
PEG Grant Fee	1.38
Fios TV Broadcast Fee	6.49
Regional Sports Network Fee	8.30
Subtotal	\$21.05
Total Due	\$113.02

Includes both Verizon fees and governmental taxes and fees. For details, visit verizon.com/taxesandfees.

Account Number: 356-100-140-0001-73

Bill Date: April 25, 2020

# **f** Important

# Important Information Regarding Telecommunications Relay Service (TRS)

TRS provides an operator to telephone users who use text telephones (TTY) or web capable devices (WCD) because they are deaf, hard of hearing, or speech disabled. From payphones, TRS local calls are free; toll calls must be billed to calling cards, prepaid cards (PPC), collect or third-party billing. PPC information is available online at

fcc.gov/consumers/guides/prepaid-phone-cards-what-consumers-should-know.

TRS is provided 24 hours a day, 365 days per year with no time limits. For further information call your state TRS Provider, visit the FCC's TRS web site at

fcc.gov/consumers/guides/telecommunications-relay-servic e-trs, or read the explanation available in telephone books. Available TRS methods are explained below.

To call a TTY user, dial TRS at 711. A Communications Assistant (CA) will place your call and type your spoken words for the TTY user. The CA will read to you the messages the TTY user sends you. Calls are private, confidential and uncensored. While there is no charge to TRS users for TTY, regular phone charges do apply.

Speech-to-Speech Service (STS) is another form of TRS available by calling 711. The CA can assume an active or passive role in repeating the conversation and follows the same guidelines as with TTY calls.

IP Relay Service is a form of TRS which relays calls from a WCD. A CA follows the TTY call guidelines. Information on IP Relay is available at fcc.gov/consumers/guides/ip-relay-service.

Video Relay Service (VRS) relays calls for those using sign language. VRS information is available at fcc.gov/consumers/guides/video-relay-services.

Some TRS providers offer Captioned Telephone Service (CTS) which is accessed with a captioned telephone and available for persons with some residual hearing. Also available is IP Captioned Telephone Service (IP CTS) which combines elements of captioned telephone service and IP Relay. Information on IP CTS is available at

 ${\it fcc.gov/consumers/guides/internet-protocol-ip-captioned-tellephone-service}.$ 

# It's Easy to Pay Your Verizon Bill with Your Fios TV Remote Control

You just need to be registered on myverizon.com and have a saved payment method

Follow these easy steps:

Set up a Parental/Purchase Control PIN by pressing Menu, Settings, System and Parental/Purchase Control

- · Press Menu, Customer Support then My Account.
- Select Billing and Payment then View Account or Make A Payment and enter your Parental Control Pin
- · Select Continue to view Account Summary
- Select Continue from Account Summary, then OK again to Pay Your Bill
- Select Payment Account, from your Payment Account, then press OK to submit
- A confirmation of your payment will display once the transaction is complete

## **Customer Notices**

# Your Choices to Limit Use and Sharing of Information for Marketing

You have choices about Verizon's use and sharing of certain information for the purpose of marketing new services to you. Verizon offers a full range of services, such as television, telematics, high-speed internet, video, and local and long distance services.

Unless you notify us as explained below, we may use or share your information beginning 30 days after the first time we notify you of this policy. Your choice will remain valid until you notify us that you wish to change it, which you have the right to do at any time. Verizon protects your information and your choices won't affect the provision of any services you currently have with us.

Customer Proprietary Network Information

Customer Proprietary Network Information (CPNI) is information available to us solely by virtue of our relationship with you that relates to the type, quantity, destination, technical configuration, location, and amount of use of the telecommunications and interconnected VoIP services you purchase from us, as well as related billing information.

We may use and share your CPNI among our affiliates and agents to offer you services that are different from the services you currently purchase from us. If you don't want us to use or share your CPNI with our affiliates and agents for this purpose, let us know by calling us any time at 1.866.483.9700.

· Information about Your Credit

Information about your credit includes your credit score, the information found in your consumer reports and your account history with us. We may share this information among the Verizon family of companies for the purpose of marketing new services to you. If you don't want us to share this information among the Verizon family of companies for the purpose of marketing new services to you, let us know by calling us any time at 1.844.366.2879.

## Electronic Fund Transfer (EFT)

Paying by check authorizes us to process your check or use the check information for a one-time EFT from your bank account. Verizon may retain this information to send you electronic refunds or enable your future electronic payments to us. If you do not want Verizon to retain your bank information, call 1.888.500.5358.

#### Late Payment Charge

To avoid a late payment charge of \$5 or 1.5% of your total due, whichever is greater, full payment must be received before May 28, 2020.

#### Service Providers

Verizon VA provides regional, local calling and related features, other voice services, and Fios TV service, unless otherwise indicated. Verizon Long Distance provides long distance calling and other services identified by "VLD" in the applicable billed line item. Verizon Online provides Internet service and Fios TV equipment. Fios is a registered mark of Verizon Trademark Services LLC.

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- · Via the My Fios app
- · Online at verizon.com/PayOnline

### Local Franchise Authority - Fios TV

Arlington County Cable Admin, 2100 Clarendon Blvd., Suite 610, Arlington, VA 22201, Your FCC Community ID is: VA0658

### Services

#### Questions

- Visit verizon.com/Support
- 1.800.Verizon (1.800.837.4966)
- Customers with disabilities, call 1.800.974.6006 (voice or tty)

## Closed Captioning Questions and Concerns?

If you have a concern or complaint with closed captioning on a program, please call Verizon at 1.800.Verizon (1.800.837.4966). Written correspondence can be sent by email to videoclosedcaption@verizon.com, or by mail to Verizon, P.O. Box 16806 Newark, NJ 07101 Attn: Katie Barton, Supv.

## **Bankruptcy Information**

If you are or were in bankruptcy, this bill may include amounts for pre-bankruptcy service. You should not pay pre-bankruptcy amounts; they are for your information only. Mail bankruptcy-related correspondence to 500 Technology Drive, Suite 550, Weldon Spring, MO 63304.